

PURPOSE

The Department of Technology, Management and Budget (DTMB) handles technology equipment/multi-function device leasing for the Michigan Department of Health and Human Services (MDHHS). Review printers available for order through ITRAC at [DTMB Technology/Printers, Scanners & Fax Machines](#).

DEFINITIONS

Multi-function Devices: is a device that consolidates the functionality of a printer, copier, scanner and/or fax into one machine.

Desktop printer: Any printer used by an individual that is generally located within personal office space and not connected to the network.

Network Printer: A common-area printer utilized by multiple users.

Color Printer: Any printer with the ability to print color copies.

POLICY

The Bureau of Organizational Services must approve all requests for personal desktop printers or color printers.

PROCEDURE

Printer Request

Submit an email to MDHHS-Onboarding@michigan.gov in the Bureau of Organizational Services, outlining the business reasons for a personal desktop printer, color printer, or an additional network printer.

Bureau of Organizational Services

- Evaluates the appropriateness of the request.
- Conducts an on-site visit to the work area if necessary.
- Approves or denies the request and notifies the requestor.
- Provides technical consultation to users and will help identify approved equipment that to be ordered by the information technology (IT) liaison.

RESOURCES

For multi-function equipment and supplies, such as toner covered under the maintenance agreement either:

- Call RICOH direct at 1-888-456-6457 (*Option 3*) or visit the myricoh.com website.
- Call Xerox at 1-800-968-2644.

Identify the equipment ID number located on the front or side of the printer or the SN on the back of the printer or on the counter page.

Request all MiPRINT break/fix services calls through the DTMB helpdesk at 517-241-9700 or 1-800-968-2644. For a Xerox MFD, supply the serial number. For a Ricoh MFD, supply the device ID or serial number.

CONTACT

For additional questions or concerns, please contact MDHHS-Onboarding@michigan.gov.

RESOURCES

[MiPRINT Frequently Asked Questions.](#)

[The MiPRINT service catalog.](#)